

Enterprise Incident Report September 2012

As of 10/1/2012

Agriculture and Food

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution		
			High	Low	FCR Total
Agriculture and Food	Capitol Hosting	Conn Peterson	0	1	1
			0	1	1
	Help Desk	Assigned to Individual Total	0	1	1
			0	1	1
		Brenda Treadway	0	1	1
			0	1	1
		Eileen Dubach	0	1	1
			0	1	1
		Vicky Marrelli	0	1	1
			0	1	1
		Assigned to Individual Total	0	3	3
			0	3	3
	Metro D Desktop Support	Eldon Jenson	0	2	2
			0	2	2
		Jon Hager	2	39	41
			2	37	39
		Philip Henderson	0	1	1
			0	1	1
		Assigned to Individual Total	2	42	44
			2	40	42
	Metro D Help Desk	Doug Brown	0	1	1
			0	1	1

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			High	Low	FCR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	0 0	2 2	2 2
		John Robinson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	4 4	4 4
	Rural Central Desktop Support	John Donaldson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Assigned Group Total		2 2	54 50	56 52
Customer Company Total			2 2	54 50	56 52

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response		
			High	Low	MIR Total
Agriculture and Food	Capitol Hosting	Conn Peterson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Eileen Dubach	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Desktop Support	Eldon Jenson	0 0	2 0	2 0
		Jon Hager	2 0	39 0	41 0
		Philip Henderson	0 0	1 0	1 0
		Assigned to Individual Total	2 0	42 0	44 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0

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			High	Low	MIR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	0 0	2 0	2 0
		John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Rural Central Desktop Support	John Donaldson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
Assigned Group Total		2 0	54 0	56 0	
Customer Company Total			2 0	54 0	56 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards . Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours		
			High	Low	ATTIR Total
Agriculture and Food	Capitol Hosting	Conn Peterson	0 0.00	1 0.18	1 0.18
		Assigned to Individual Total	0 0.00	1 0.18	1 0.18
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.00	1 0.00
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.00	3 0.00
	Metro D Desktop Support	Eldon Jenson	0 0.00	2 0.00	2 0.00
		Jon Hager	2 0.00	39 0.00	41 0.00
		Philip Henderson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	2 0.00	42 0.00	44 0.00
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00

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			High	Low	ATTIR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	0 0.00	2 0.00	2 0.00
		John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 0.61	1 0.61
		Assigned to Individual Total	0 0.00	1 0.61	1 0.61
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 0.34	1 0.34
		Assigned to Individual Total	0 0.00	1 0.34	1 0.34
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	1 0.24
	Assigned Group Total			2 0.00	54 0.03
Customer Company Total			2 0.00	54 0.03	56 0.03

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution		
			High	Low	MR Total
Agriculture and Food	Capitol Hosting	Conn Peterson	0 0	1 1	1 1
		Assigned to Individual Total	0 0	1 1	1 1
	Help Desk	Brenda Treadway	0 0	1 0	1 0
		Eileen Dubach	0 0	1 0	1 0
		Vicky Marrelli	0 0	1 0	1 0
		Assigned to Individual Total	0 0	3 0	3 0
	Metro D Desktop Support	Eldon Jenson	0 0	2 0	2 0
		Jon Hager	2 0	39 0	41 0
		Philip Henderson	0 0	1 0	1 0
		Assigned to Individual Total	2 0	42 0	44 0
	Metro D Help Desk	Doug Brown	0 0	1 0	1 0

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			High	Low	MR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	0 0	2 0	2 0
		John Robinson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	4 0	4 0
	Rural Central Desktop Support	John Donaldson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Technical Lead/Project Manager	Martin Gonzalez	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice Operations	Romanza Hamblin Sorensen	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
	Voice/Data/WAN Services	Mike Johnson	0 0	1 0	1 0
		Assigned to Individual Total	0 0	1 0	1 0
Assigned Group Total			2 0	54 1	56 1
Customer Company Total			2 0	54 1	56 1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours		
			High	Low	ATTR Total
Agriculture and Food	Capitol Hosting	Conn Peterson	0 0.00	1 171.55	1 171.55
		Assigned to Individual Total	0 0.00	1 171.55	1 171.55
	Help Desk	Brenda Treadway	0 0.00	1 0.00	1 0.00
		Eileen Dubach	0 0.00	1 0.39	1 0.39
		Vicky Marrelli	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	3 0.13	3 0.13
	Metro D Desktop Support	Eldon Jenson	0 0.00	2 0.03	2 0.03
		Jon Hager	2 0.00	39 0.15	41 0.14
		Philip Henderson	0 0.00	1 2.56	1 2.56
		Assigned to Individual Total	2 0.00	42 0.20	44 0.19
	Metro D Help Desk	Doug Brown	0 0.00	1 0.00	1 0.00

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			High	Low	ATTR Total
Agriculture and Food	Metro D Help Desk	Jed Patrick	0 0.00	2 0.00	2 0.00
		John Robinson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	4 0.00	4 0.00
	Rural Central Desktop Support	John Donaldson	0 0.00	1 0.00	1 0.00
		Assigned to Individual Total	0 0.00	1 0.00	1 0.00
	Technical Lead/Project Manager	Martin Gonzalez	0 0.00	1 4.39	1 4.39
		Assigned to Individual Total	0 0.00	1 4.39	1 4.39
	Voice Operations	Romanza Hamblin Sorensen	0 0.00	1 1.07	1 1.07
		Assigned to Individual Total	0 0.00	1 1.07	1 1.07
	Voice/Data/WAN Services	Mike Johnson	0 0.00	1 0.24	1 0.24
		Assigned to Individual Total	0 0.00	1 0.24	1 0.24
	Assigned Group Total			2 0.00	54 3.64
Customer Company Total			2 0.00	54 3.64	56 3.50

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Detail

INC000000556730	Samuel Lima Capitol Hosting	Application Conn Peterson	None Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: Yes	0.18 171.55
INC000000571338	Chris Crnich Voice Operations	Telecom Romanza Hamblin Sorensen	CrossTalk/Noise/Static Agriculture and Food	Telephone Low	Closed	TIR Missed: No TTR Missed: No	0.34 1.07
INC000000571670	Larry Lewis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 1.27
INC000000572305	Larry Lewis Metro D Desktop Support	PC/Laptop Philip Henderson	Error Agriculture and Food	Microsoft Windows 7 Low	Closed	TIR Missed: No TTR Missed: No	0.00 2.56
INC000000572968	Russel Knight Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000572969	Shelley R Walker Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	WinWam Software Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573665	Mitzi Hansen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573666	Cody James Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	FrontEnd Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573667	Ron Davidson Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573668	Brett Gurney Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000573671	Larry Lewis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows 7 High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574418	Val Hermansen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574424	McCrae Christiansen Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000574427	Sue Mounteer Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Mozilla Firefox Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575915	Ronald Larsen Metro D Desktop Support	Application Jon Hager	Password Agriculture and Food	Novell GroupWise 32-bit Window Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575918	Jay Schvaneveldt Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Paper Jam Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000575920	Troy Forrest Metro D Desktop Support	Mobile Devices Jon Hager	Error Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575926	Delia Tracey Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	Novell GroupWise Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000575927	Terry Gurrister Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576217	Cindy Taylor Metro D Help Desk	Network Jed Patrick	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000576612	Brett Gurney Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577152	Arlene Thatcher Help Desk	Network Eileen Dubach	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.39
INC000000577160	Arlene Thatcher Metro D Help Desk	Network John Robinson	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577379	Russel Knight Metro D Desktop Support	Print/Copy/Scan/Fax Jon Hager	Toner/Fuser/Ink Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577381	Dale Kunze Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	WinWam Software Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577385	Delia Tracey Metro D Desktop Support	Application Jon Hager	Error Agriculture and Food	Adobe Reader Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000577387	Arlene Thatcher Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578195	Roberta Valdez Metro D Desktop Support	Network Jon Hager	Password Agriculture and Food	Novell Client for 32-bit Windows Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578196	Sharon Simonson Metro D Desktop Support	PC/Laptop Jon Hager	Performance Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578201	Richard W Clark Metro D Desktop Support	PC/Laptop Jon Hager	Hardware Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578202	Richard W Clark Metro D Desktop Support	Application Jon Hager	Reporting Agriculture and Food	PGP Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578208	Larry Lewis Metro D Desktop Support	PC/Laptop Jon Hager	Error Agriculture and Food	Microsoft Windows 7 High	Closed	TIR Missed: No TTR Missed: No	0.00 0.00
INC000000578758	Richard W Clark Metro D Help Desk	None Doug Brown	None Agriculture and Food	None Low	Closed	TIR Missed: No TTR Missed: No	0.00 0.00

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INC000000578768	Kelly Oneida	PC/Laptop	Error	None		TIR Missed: No	0.00
Help Desk	Vicky Marrelli	Agriculture and Food	Low	Closed	TTR Missed: No	0.00	
INC000000579451	Duane Smith	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.03	
INC000000580244	Donald Nerdin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.12
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	4.04	
INC000000581301	Mark Quilter	Application	Password	PGP		TIR Missed: No	0.00
Help Desk	Brenda Treadway	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000582599	Cindy Taylor	Application	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Eldon Jenson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.02	
INC000000582979	Donald Nerdin	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Rural Central Desktop Support	John Donaldson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000583362	Jack Wilbur	None	None	None		TIR Missed: No	0.00
Metro D Help Desk	Jed Patrick	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000583955	Rolf Larsen	Application	None	Gmail		TIR Missed: No	0.61
Technical Lead/Project Manager	Martin Gonzalez	Agriculture and Food	Low	Resolved	TTR Missed: No	4.39	
INC000000584346	Loralie Cox	Telecom	Voice Mail	Telephone		TIR Missed: No	0.24
Voice/Data/WAN Services	Mike Johnson	Agriculture and Food	Low	Resolved	TTR Missed: No	0.24	
INC000000584425	Stanley Akagi	PC/Laptop	Password	Microsoft Windows XP Professio		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000584426	Sara Lealos	Print/Copy/Scan/Fax	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000584429	Richard W Clark	PC/Laptop	Password	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000585086	Mark Quilter	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000585091	Tamra Watson	Network	Error	Novell Client for 32-bit Windows		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000585094	Tamra Watson	Network	Error	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000585098	Linda Lewis	Network	Incident	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	
INC000000585100	Linda Lewis	PC/Laptop	Performance	None		TIR Missed: No	0.00
Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00	

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INC000000585103	Suzanne Butler	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000585108	Gordon Brown	PC/Laptop	Hardware	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000585113	Erin S Clelland	PC/Laptop	Performance	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000585115	Russel Knight	Network	Password	Novell ConsoleOne		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000585117	Kristopher Watson	Network	Password	Novell Client for 32-bit Windows		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00
INC000000585118	Linda Lewis	Print/Copy/Scan/Fax	Paper Jam	None		TIR Missed: No	0.00
	Metro D Desktop Support	Jon Hager	Agriculture and Food	Low	Resolved	TTR Missed: No	0.00